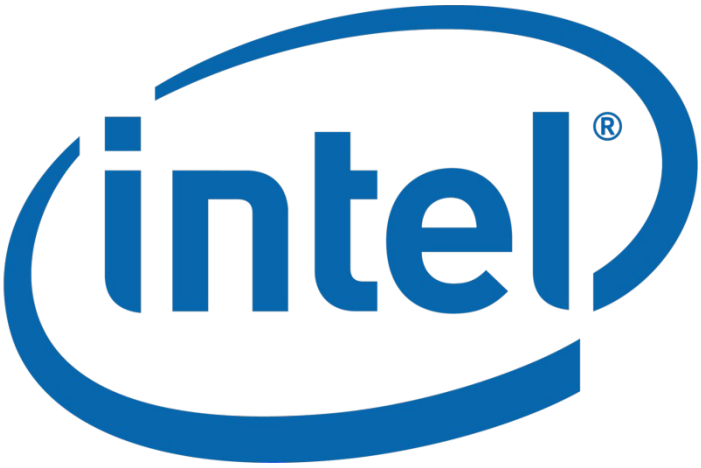

How to Install Teradata 16 Drivers and Utilities (TTU)

Data Warehouse Platforms Engineering

Teradata TTU Version	16.20.29.15
Document Owner	Managed Service Team
Document Auditor	
Document Version	2.0 – Aug 2021

Revision History

Date	Version	Name	Change Description
Sep 06, 2019	Rev 1.0	Gunjan Bhatt	Original Revision
Jan 26, 2021	Rev 2.0	MS Team	Revised
Aug 17, 2021	Rev 3.0	MS Team	Revised

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3 ODBC CONNECTIVITY AND SETING UP SQL ASSISTANT

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1. COMPATABILITY MATRIX & SYSTEM PREREQUISITES

.

COMPATABILITY MATRIX

	TTU Database Support												
TTU Version Below Supports Database Vers	TD 5.0	TD 5.1	TD 6.0	TD 6.1	TD 6.2	TD 12.0	TD 13.0	TD 13.10	TD 14.00	TD 14.10	TD 15.00	TD 15.10	TD 16.00
TTU 8.0 (Current + 2 Back)	✔	✔	✔										
TTU 8.1 (Current + 2 Back)		✔	✔	✔									
TTU 8.2 (Current + 3 Back)		✔	✔	✔	✔								
TTU 12.00 (1 Forward, Current + 3 Back)			✔	✔	✔	✔	✔[1]						
TTU 13.00 (2 Forward, Current + 4 Back)			✔	✔	✔	✔	✔	✔[1]	✔[1]				
TTU 13.10 (2 Forward, Current + 4 Back)				✔	✔	✔	✔	✔	✔[1]	✔[1]			
TTU 14.00 (2 Forward, Current + 4 Back)					✔	✔	✔	✔	✔	✔[1]	✔[1]		
TTU 14.10 (2 Forward, Current + 4 Back)						✔	✔	✔	✔	✔	✔[1]	✔[1]	
TTU 15.00 (2 Forward, Current + 4 Back)							✔	✔	✔	✔	✔	✔[1]	✔[1]
TTU 15.10 (2 Forward, Current + 4 Back)								✔	✔	✔	✔	✔	✔[1]
TTU 16.00 (2 Forward, Current + 4 Back)									✔	✔	✔	✔	✔

Client OS – Works on Windows 8, 8.1 and 10

Server OS – Windows 2008, 2012

Better to close Applications like Outlook, Lync, IE etc. before starting the install. TTU install generally does not need a reboot – unless there are some conflicting applications.

Teradata Web Site for Downloads

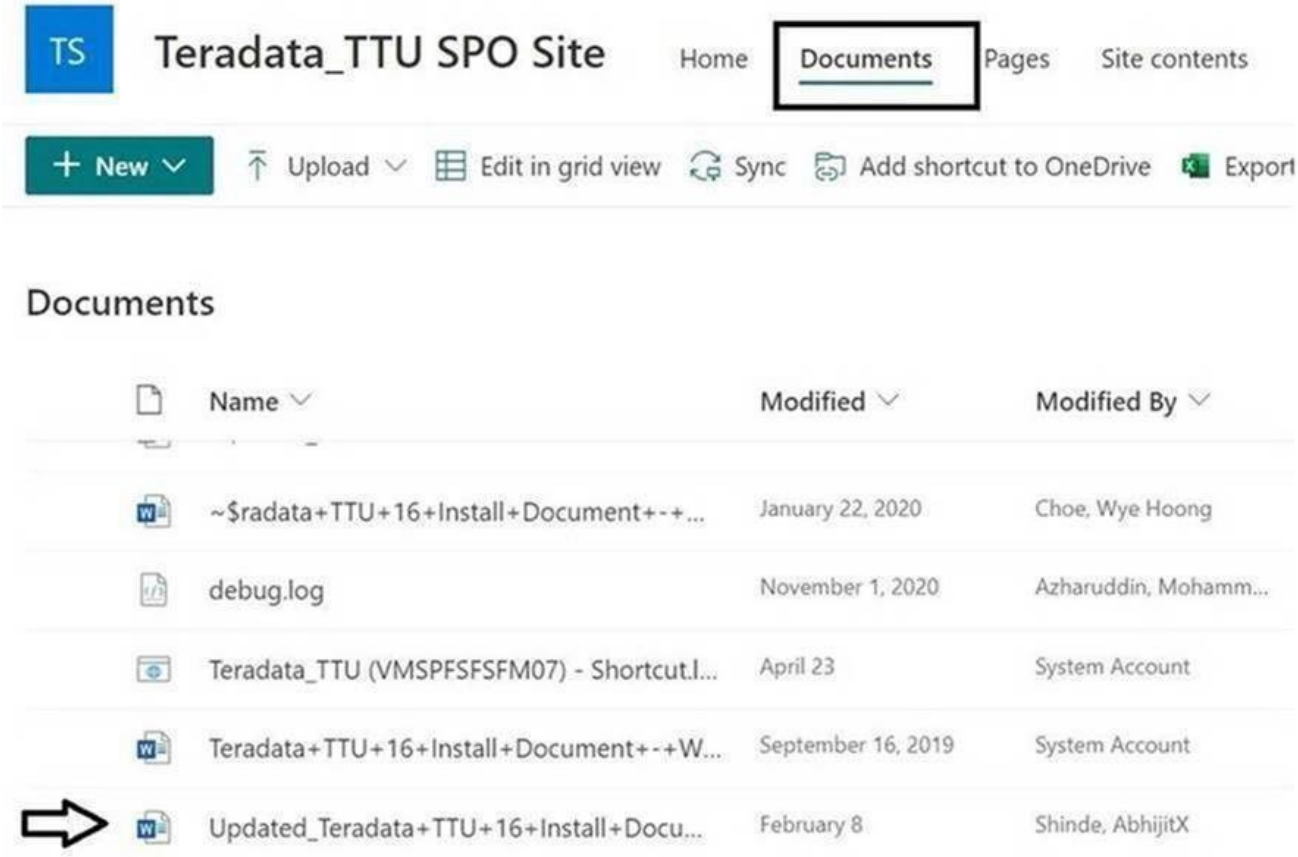
http://downloads.teradata.com/download

Steps to Access the Shared Folder for complete Installation of Teradata Tools

1. For complete installation of Teradata utilities and ODBC connections, please click on the below link and request for access.

https://intel.sharepoint.com/sites/VMSPFSFSFM07_Teradata_TTU

2. Once the access is approved you can find the Teradata tools in the document section. Screenshot attached below.
3. You can refer to the document highlighted in the below screenshot for the detailed process of Teradata tools installation.

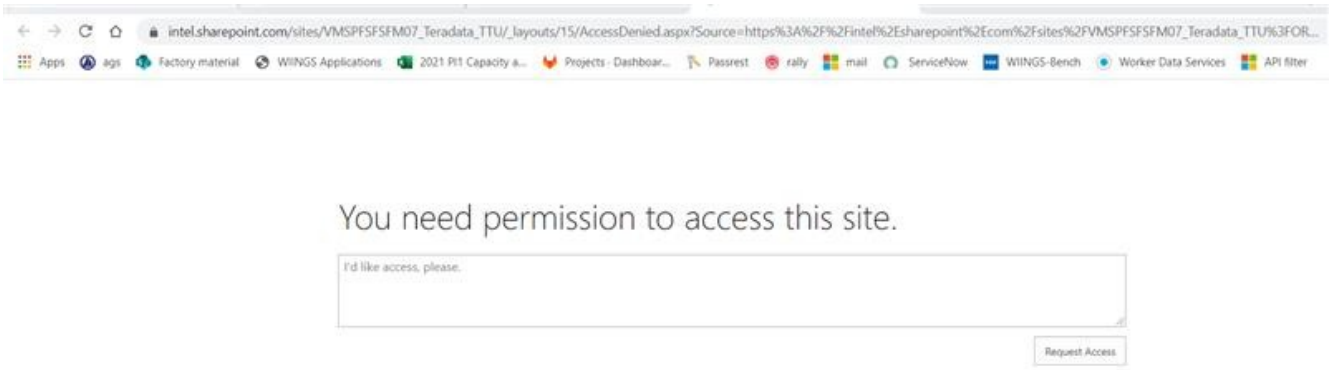


2. TTU INSTALL STEPS – WINDOWS OS

Connect to share drive

https://intel.sharepoint.com/sites/VMSPFSFSFM07_Teradata_TTU

Once you click above link it will take you to raise a request for access. Below is the screenshot for reference.



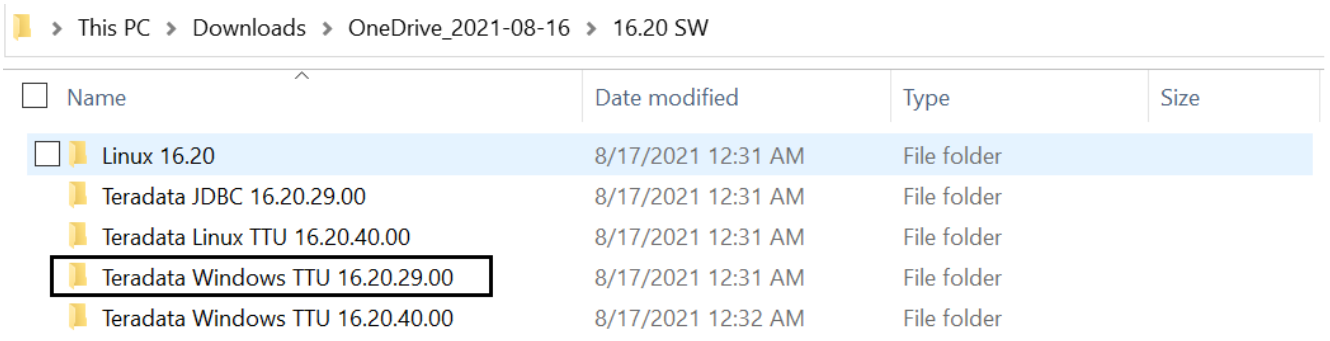
Go to the document section.

Download the folder 16.20SW shown below in your local system and follow the process.

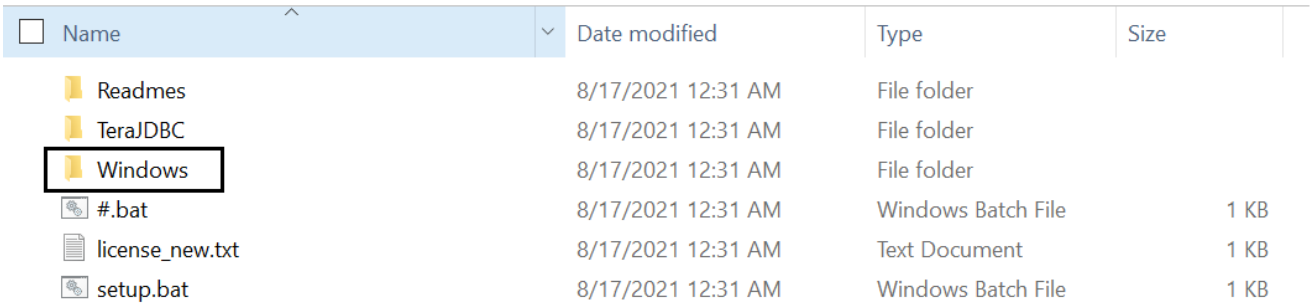
It will download as a ZIP folder. Right click the zip folder and click Extract All.

Enter the 16.20 SW Folder and choose the below path.

Click on the Teradata Windows TTU 16.20.29.00

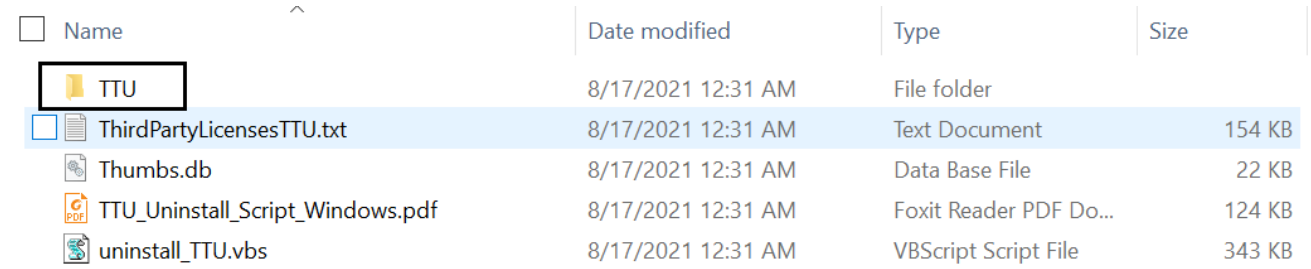


Click on Windows folder highlighted below.



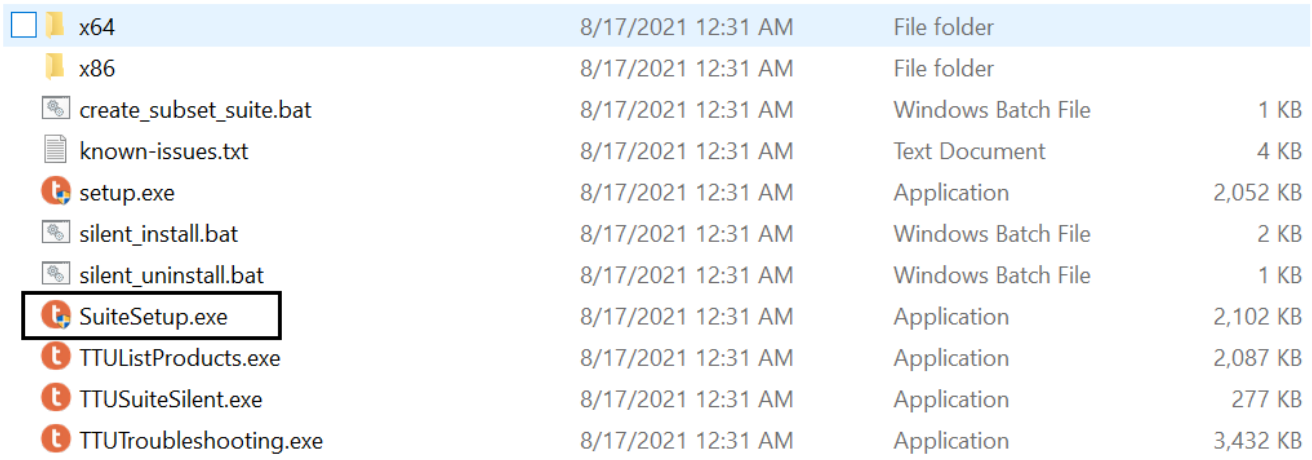
Name	Date modified	Type	Size
Readmes	8/17/2021 12:31 AM	File folder	
TeraJDBC	8/17/2021 12:31 AM	File folder	
Windows	8/17/2021 12:31 AM	File folder	
#.bat	8/17/2021 12:31 AM	Windows Batch File	1 KB
license_new.txt	8/17/2021 12:31 AM	Text Document	1 KB
setup.bat	8/17/2021 12:31 AM	Windows Batch File	1 KB

Click TTU Folder inside Windows Folder



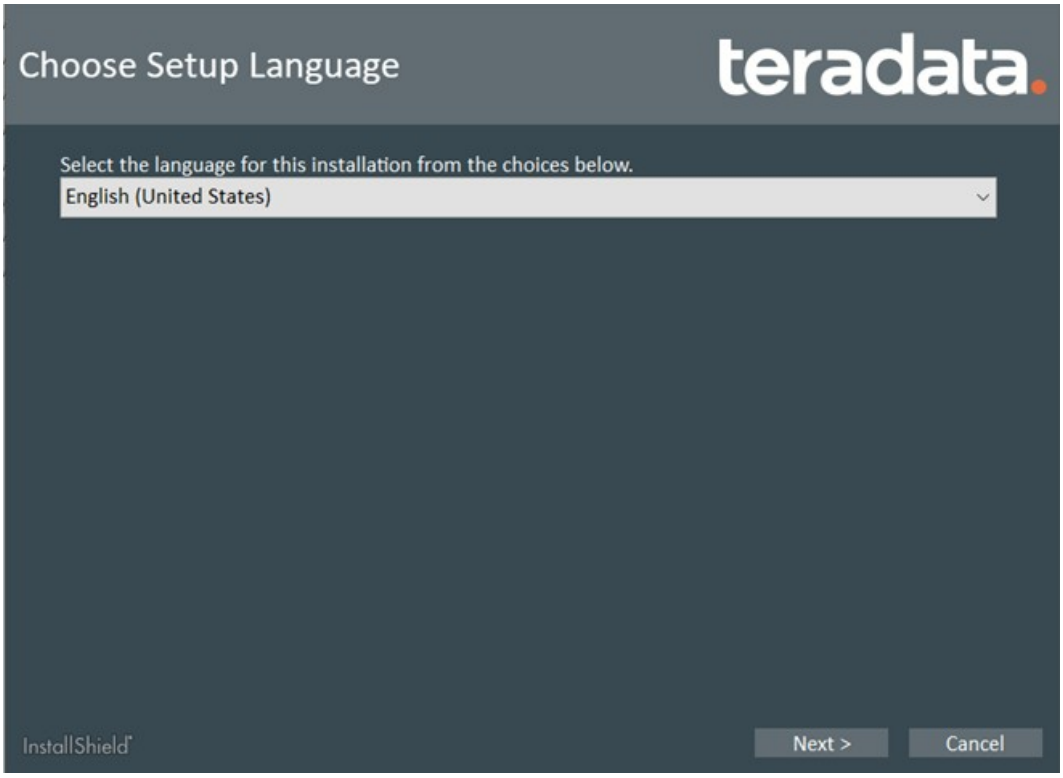
Name	Date modified	Type	Size
TTU	8/17/2021 12:31 AM	File folder	
ThirdPartyLicensesTTU.txt	8/17/2021 12:31 AM	Text Document	154 KB
Thumbs.db	8/17/2021 12:31 AM	Data Base File	22 KB
TTU_Uninstall_Script_Windows.pdf	8/17/2021 12:31 AM	Foxit Reader PDF Do...	124 KB
uninstall_TTU.vbs	8/17/2021 12:31 AM	VBScript Script File	343 KB

Run the SuiteSetup.exe as Administrator

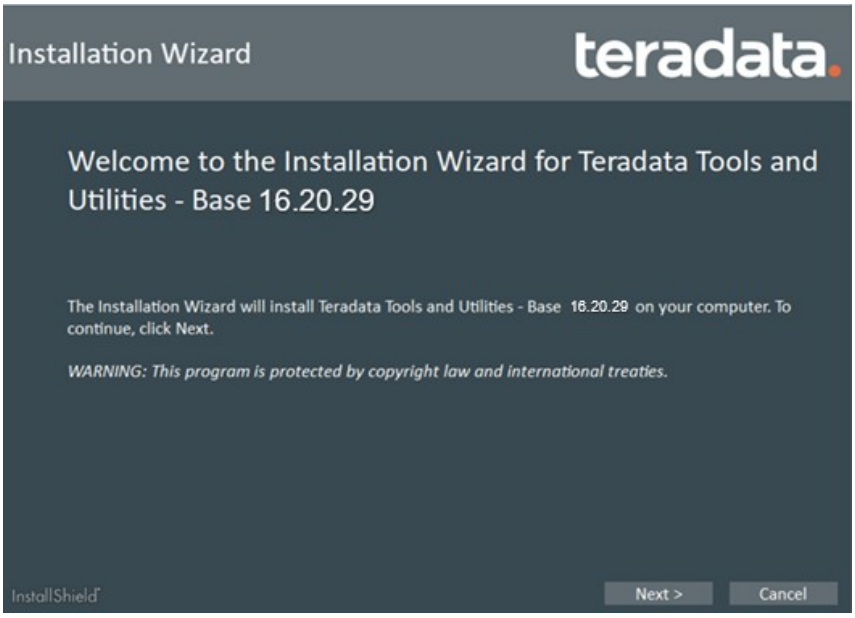


x64	8/17/2021 12:31 AM	File folder	
x86	8/17/2021 12:31 AM	File folder	
create_subset_suite.bat	8/17/2021 12:31 AM	Windows Batch File	1 KB
known-issues.txt	8/17/2021 12:31 AM	Text Document	4 KB
setup.exe	8/17/2021 12:31 AM	Application	2,052 KB
silent_install.bat	8/17/2021 12:31 AM	Windows Batch File	2 KB
silent_uninstall.bat	8/17/2021 12:31 AM	Windows Batch File	1 KB
SuiteSetup.exe	8/17/2021 12:31 AM	Application	2,102 KB
TTUListProducts.exe	8/17/2021 12:31 AM	Application	2,087 KB
TTUSuiteSilent.exe	8/17/2021 12:31 AM	Application	277 KB
TTUTroubleshooting.exe	8/17/2021 12:31 AM	Application	3,432 KB

Install Product using English Language and click Next

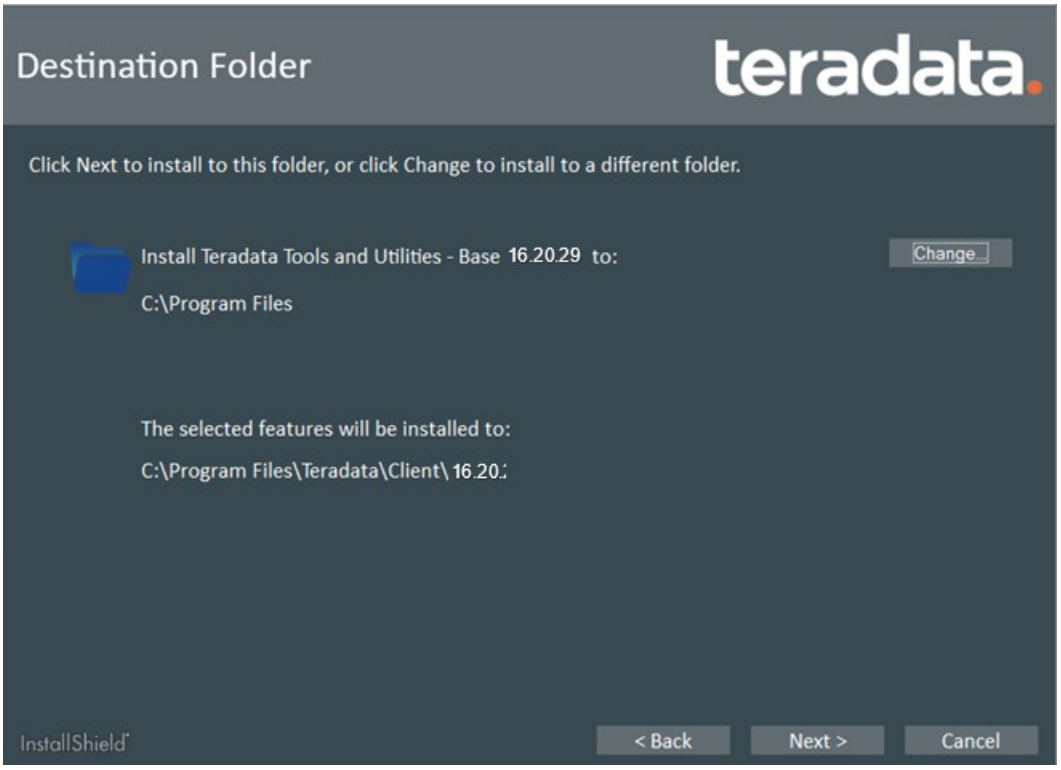


Click Next



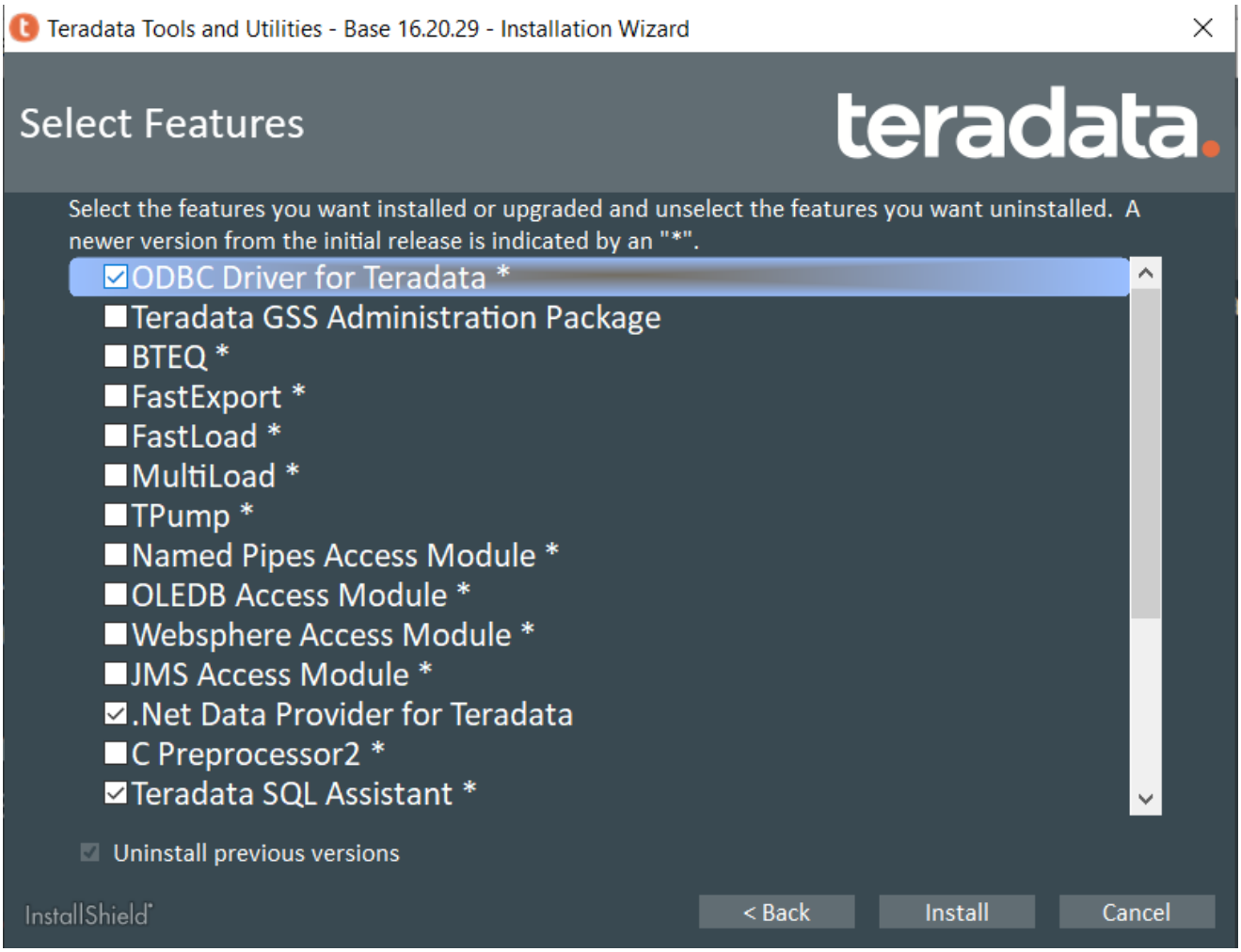
Accept the License and Click Next

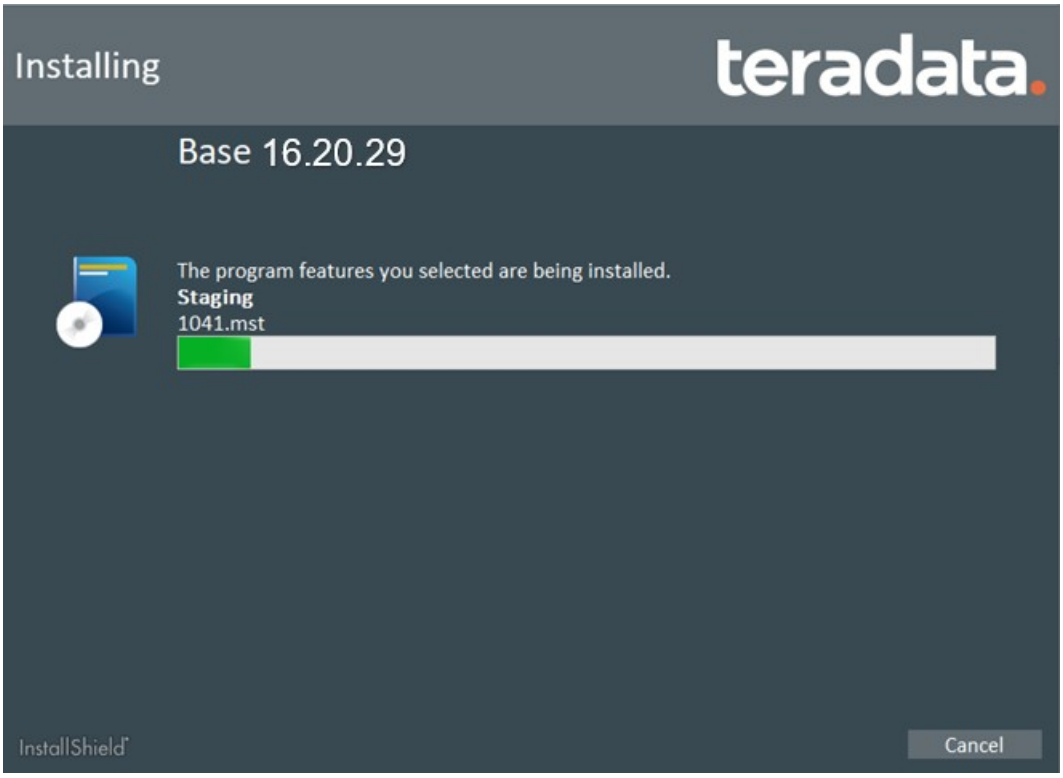
Teradata Tools are installed on the following location

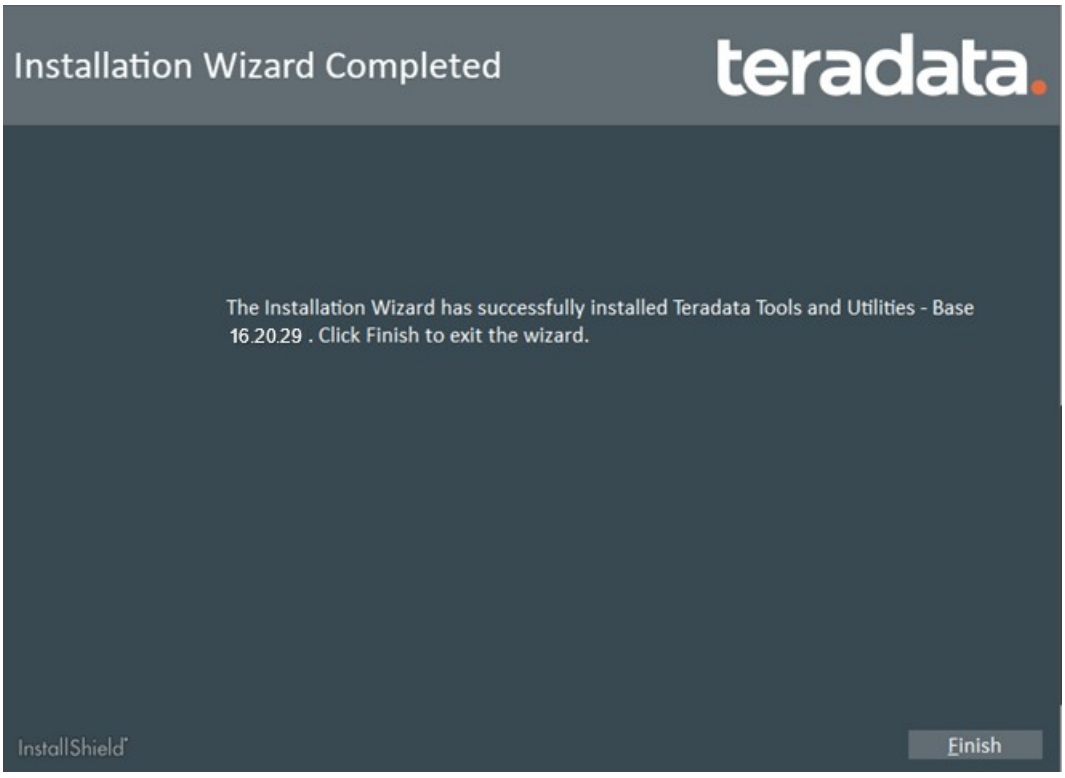


Install also allows to uninstall any previous versions of TTU.

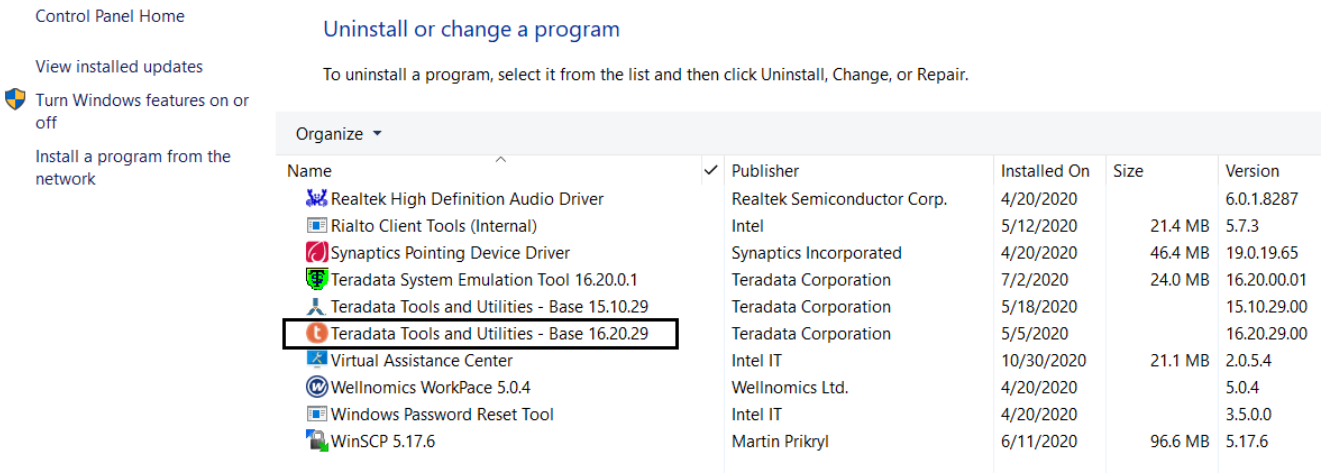
ODBC Driver and .Net Provider are required components in order to install Teradata SQL Assistant







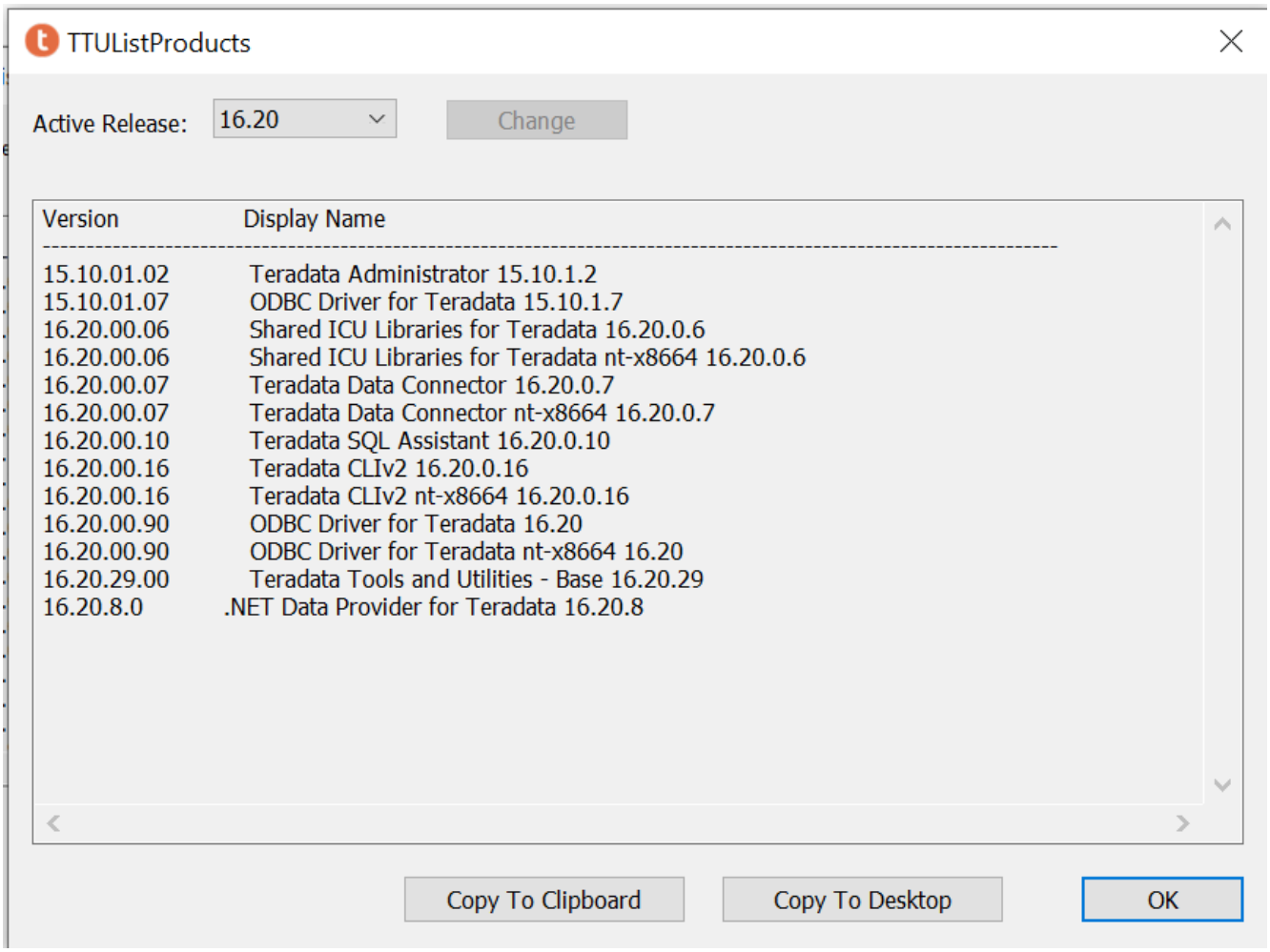
Utilities can be seen installed in the Control Panel. There will be only one entry.



However, to validate the install run

C:\Program Files (x86)\Teradata\Client\16.20\Bin\TTUListProducts.exe

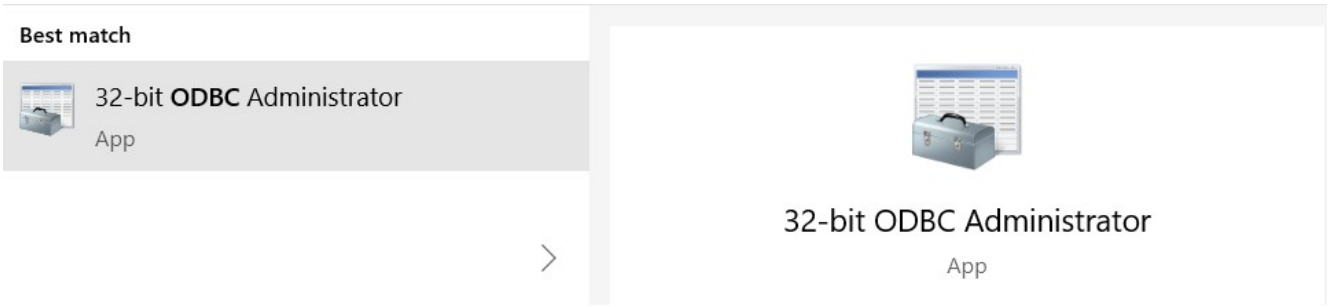
You should see the following:

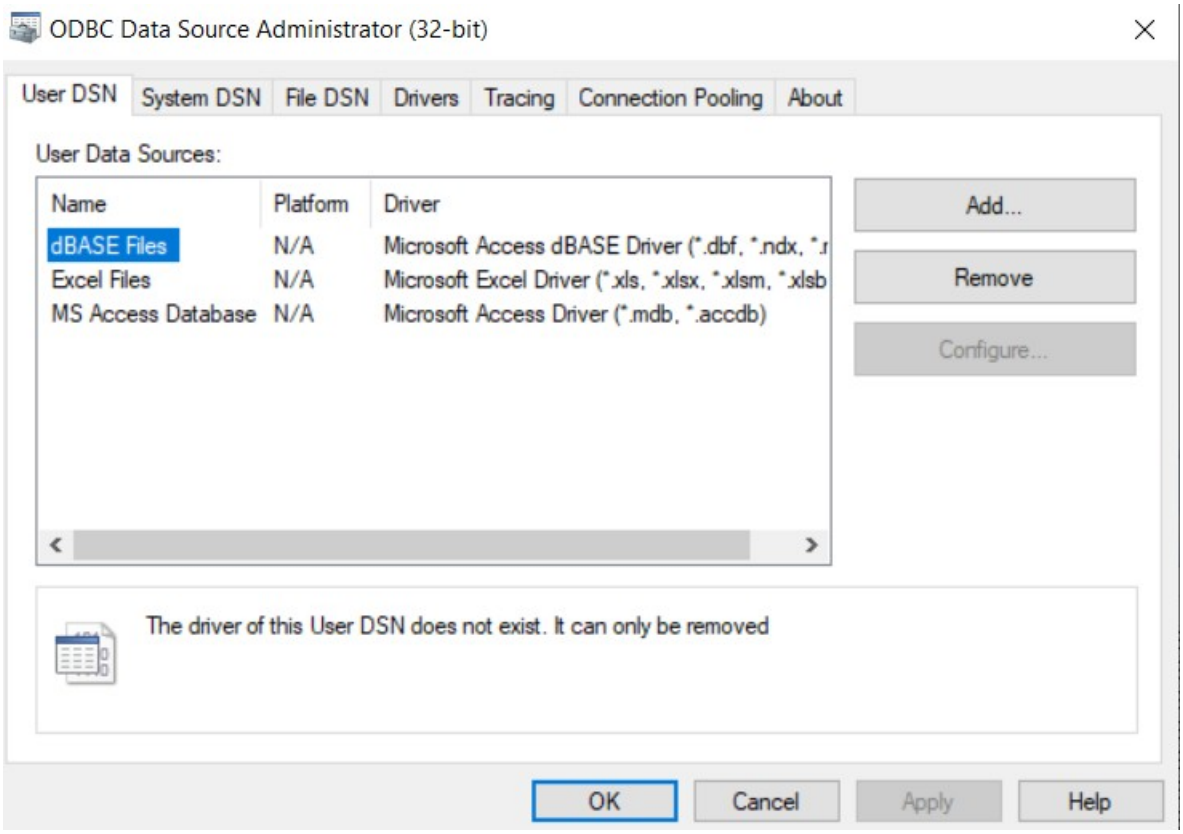


2. ODBC CONNECTIVITY

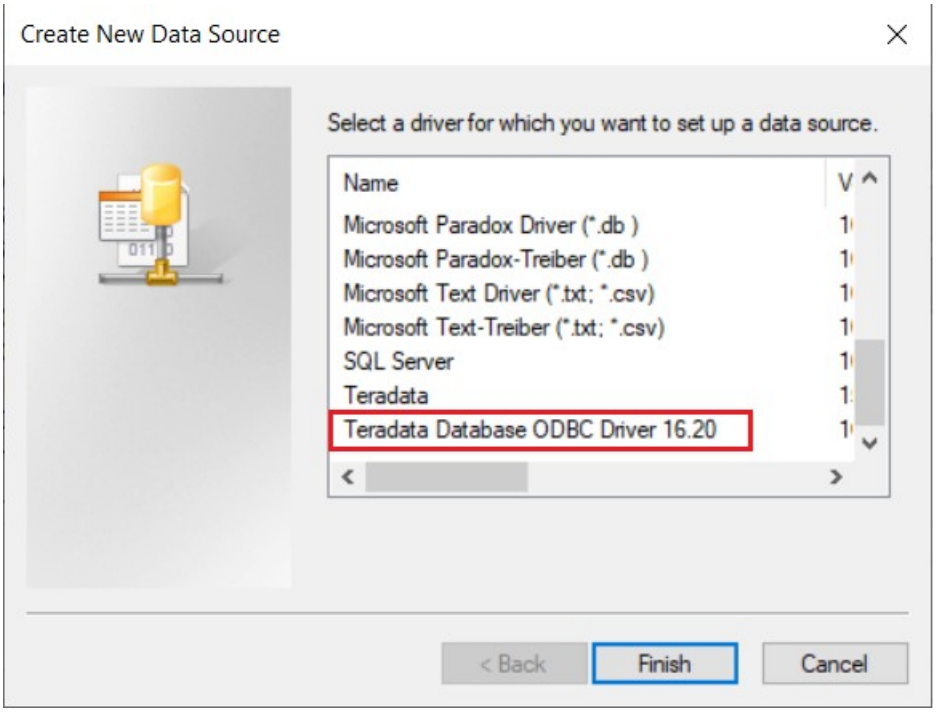
If the installer determines you have a 64-bit operating system it will install both the 32- and 64-bit version of the drivers.
However, SQL Assistant uses the 32 bit drivers. For making ODBC Connections, you have to use 32 Bit ODBC Administrator – which uses the following EXE.

C:\Windows\SysWOW64\odbcad32.exe





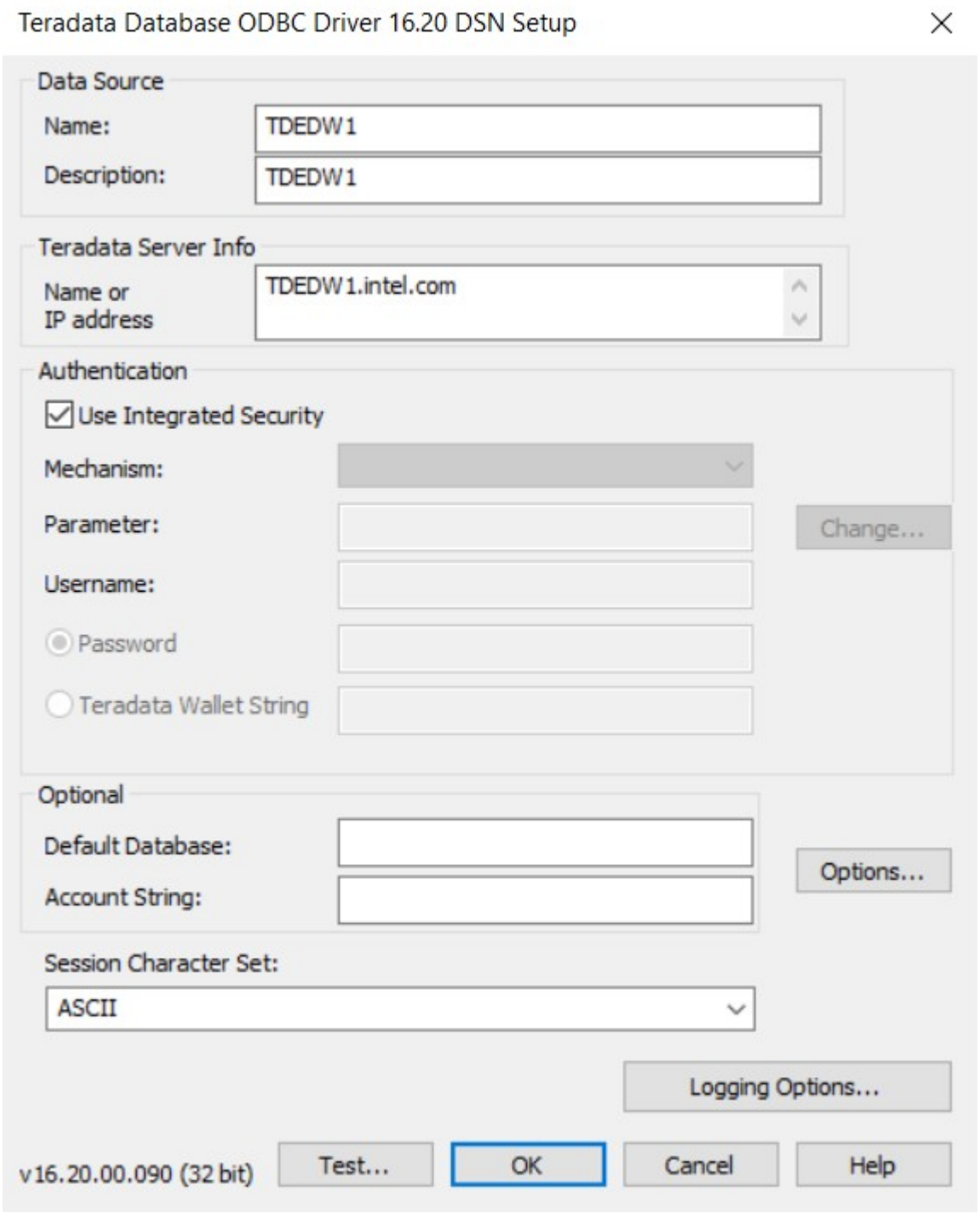
Setup a new System DSN – in the 32 bit ODBC Administrator and click on Add



Make sure to use the Full DNS Names in the 'Teradata Server Info' field

DO NOT USE IP Address or Short Names

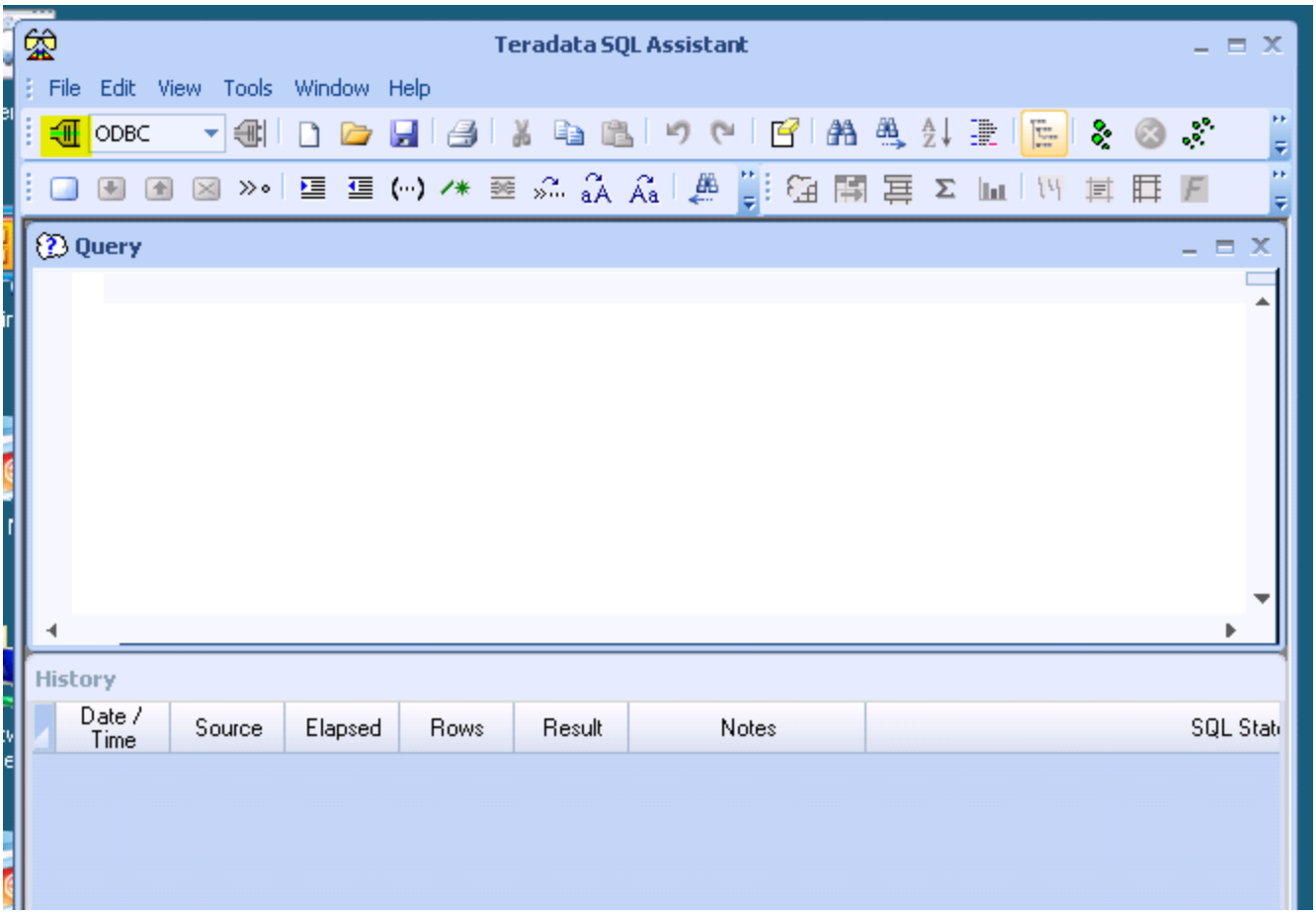
DEV – TDEDW1.INTEL.COM
CONS - TDCNS1.INTEL.COM
PROD - TDPRD1.INTEL.COM

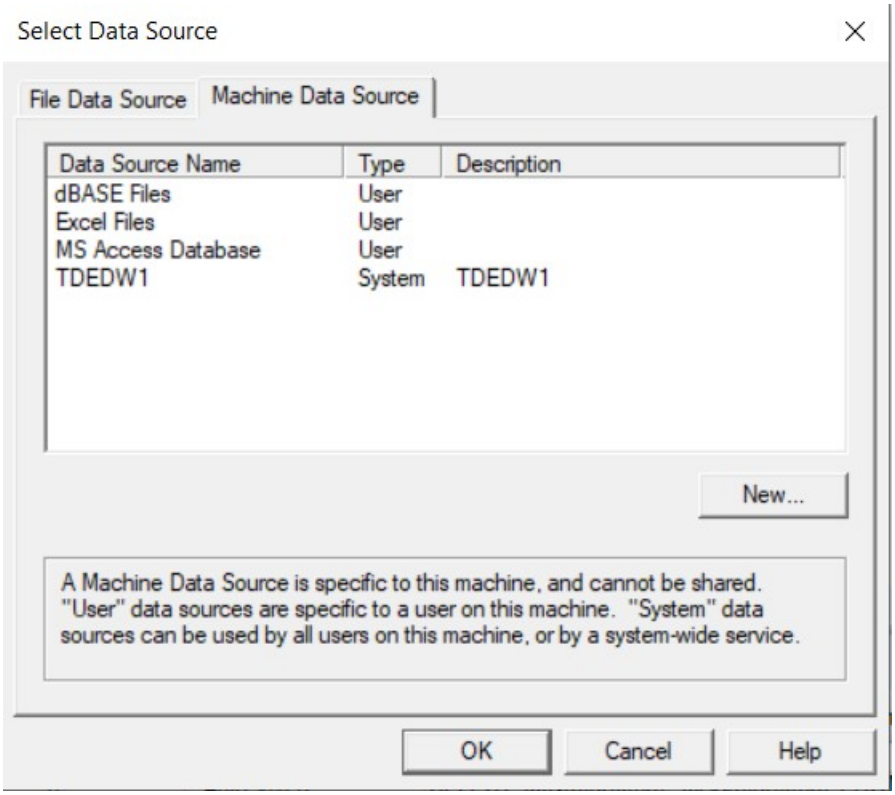


Use Integrated Security if using your IDSID.
If using an Application login – provide the username and password.

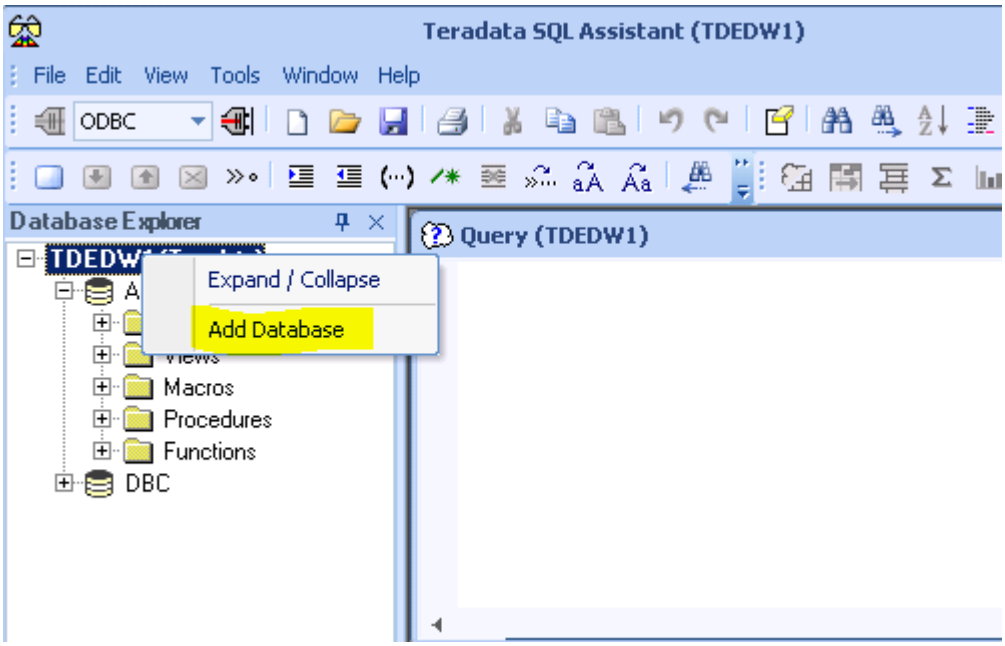
From Programs,

Launch Teradata SQL Assistant and connect to the ODBC source created in earlier steps



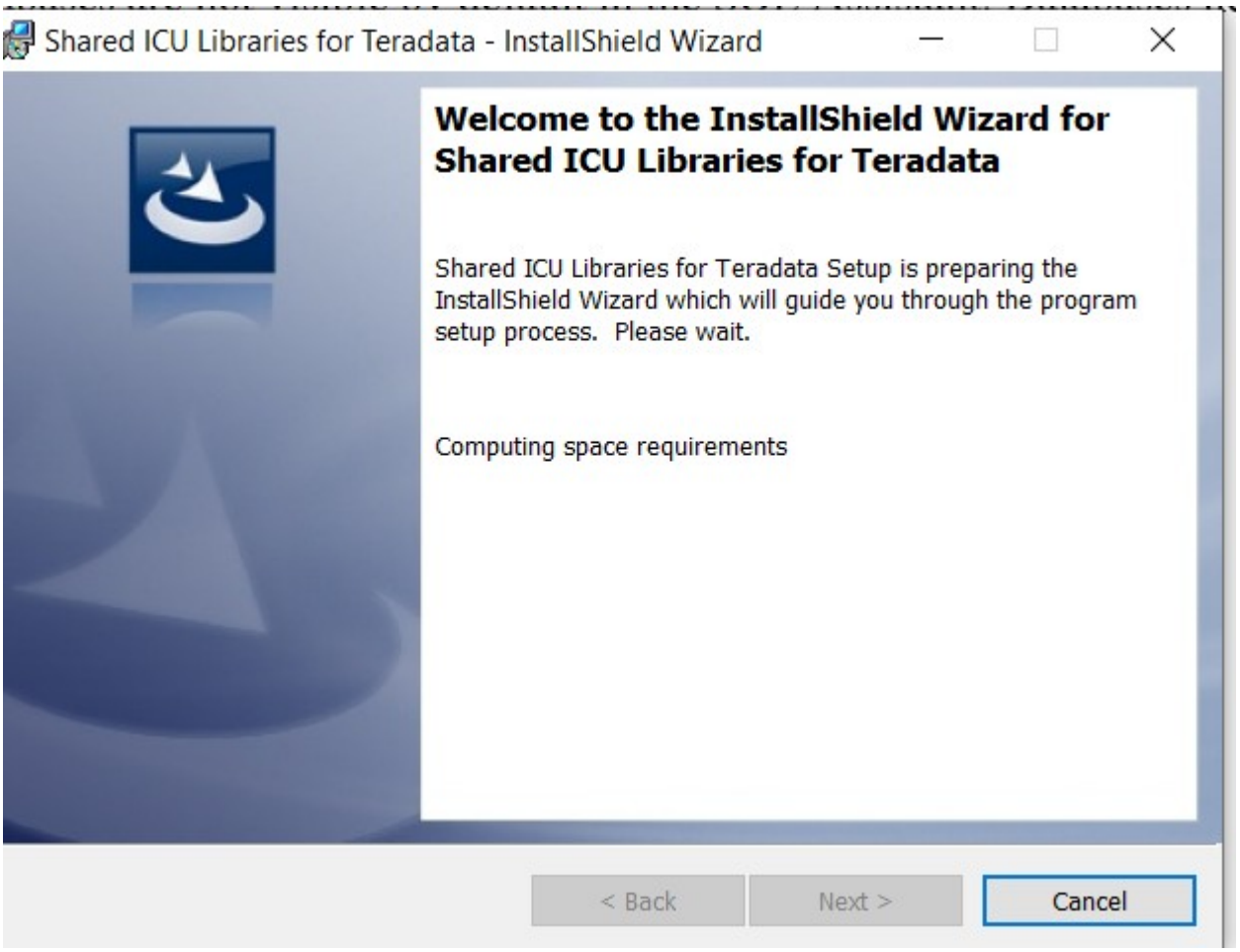


Teradata databases are not visible by default in the SQL Assistant. Databases need to be manually added.



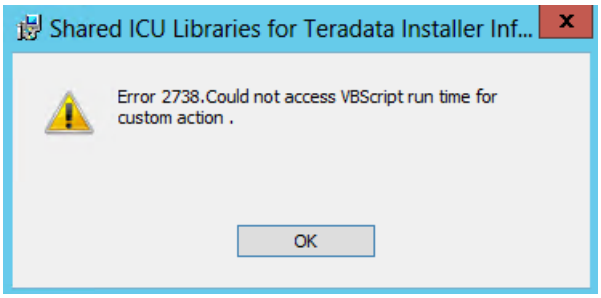
APPENDIX / TROUBLESHOOTING

If you get any errors while installing Shared ICU Libraries or Teradata GSS Client (like the following) then install the 32 bit and 64 bit of these 2 components manually. After that continue with the main setup.



On the file share's run these individually

1) Go to TTU\x64\SharedICU-64bit and run setup.exe as administrator
2) Go to TTU\x86\SharedICU-32bit and run setup.exe as administrator
3) Go to TTU\x64\TeraGSS-64bit and run setup.exe as administrator
4) Go to TTU\x86\TeraGSS -32bit and run setup.exe as administrator
5) Then go back and run the main setup.exe as administrator to install the other components



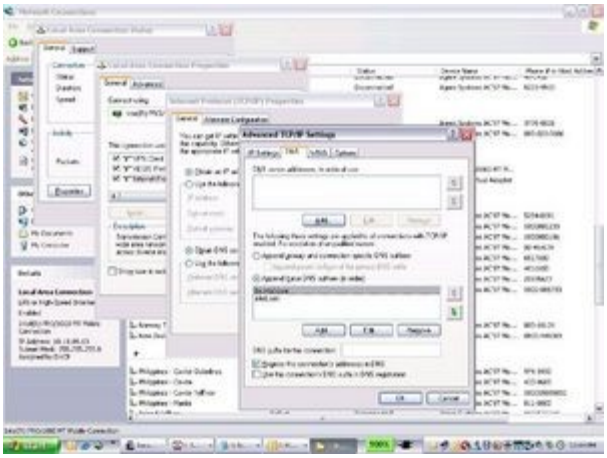
Reason VB Script is not present on the system

https://knowledge.autodesk.com/support/autocad/troubleshooting/caas/sfdcarticles/sfdcarticles/Installation-fails-with-message-Error-2738-Could-not-access-VBScript-run-time-for-custom-action-s.html

ODBC Setup if working outside of the Intel campus

At times some customers see “Host name not found” type of errors due to DNS resolution issues.

The Folsom DNS suffix needs to be appended to your TCP/IP connections. Find a sample screen shot below (click it to enlarge it). Follow the instructions after the snapshot to get there:



1. Go **to Control Panel**
2. Select **Network Connections**
3. Find and select **Local Area Connection**

4. On **Local Area Connection Status** (General tab), select **Properties**
5. On **Local Area Connection Properties** (General tab), find and select **Internet Protocol (TCP/IP)** in the list box, click on it, and select **Properties**
6. On **Internet Protocol (TCP/IP) Properties** (General tab), select **Advanced**
7. On **Advanced TCP/IP Settings**, select the **DNS** tab. On the **DNS** tab, click Append these **DNS suffixes (in order)**
8. Click the **Add** button and type in **fm.intel.com**
9. Click the **Add** button and type in **intel.com**
10. Click on **Okay** and save your changes
11. Go back and reconfigure your ODBC configuration, specifying the environment name **TDPRD1.INTEL.COM** (Or if its MDPRD1, TDCNS1, TDEDW1) as the **IP address**

Work credit: jon.p.mumby@intel.com

Please note that "Wireless Network Connection" is used more frequently for primary connections opposed to the "local area connection" so if you still have connection trouble please check your Wireless settings (right click then click PROPERTIES).

Also note that if the customer or app is behind a firewall you might also need to insure the VIP IP's and port 1025 is available through the firewall.

Connectivity for Servers that are in DMZ Secure Zone

For the servers that are in DMZ secure zone, you need to work with your Network Engineering team to open the ACLs to the Teradata IP addresses mentioned below.

Teradata Prod IP addresses:

telnet tdedw1.intel.com 1025

VIP - fmtdprdvip.cps.intel.com
IP - 10.18.20.4
Port - 1025

Teradata QA IP addresses:

VIP - fmtdcnsvip.cps.intel.com
IP - 10.1.16.203

Teradata Dev IP addresses:

VIP - fmtdedwvip.cps.intel.com
IP - 10.18.20.8

The respective application systems owner needs to submit a ticket for ACL or checkpoint firewall updates with the network engineering team.

Frequently Asked Questions

Q1: I do not have ODBC connection (or any connection) to Teradata, should I make any changes?

A1: No, the changes or verification is required only for the systems using any form of connectivity like TTU\ODBC, .NET Data Provider, JDBC, CLI based tools etc... If you don't have any ODBC entry to connect to Teradata you don't have to make any changes. Also if you are a MicroStrategy Web user you don't have to make any changes.

Q2: In case I run into issues or am unable to verify the setting, whom should I contact?

A2: Please submit a ticket at DBA_Support

> **For High Critical Production issue (which impacts any Tier 1 Application):** The on-call Teradata DBA pager or cell phone number is obtained by dialing the +1-855-231-5380 number. You will get the phone number or the pager number to contact the DBA doing Production support.

More detailed instructions are available at EDWE DBA Support

Q3: Should any application be using an address such as fmsedw501.cps.intel.com?

A3: **Absolutely not !**, this is not a supported connection method since it doesn't leverage any Teradata node redundancies. It will fail after the cutover to the new environment since the reference is not a DNS vanity name (TDPRD1) but a specific host name. All connections need to follow the production vanity name standard (TDPRD1) process to establish connections to the production Teradata

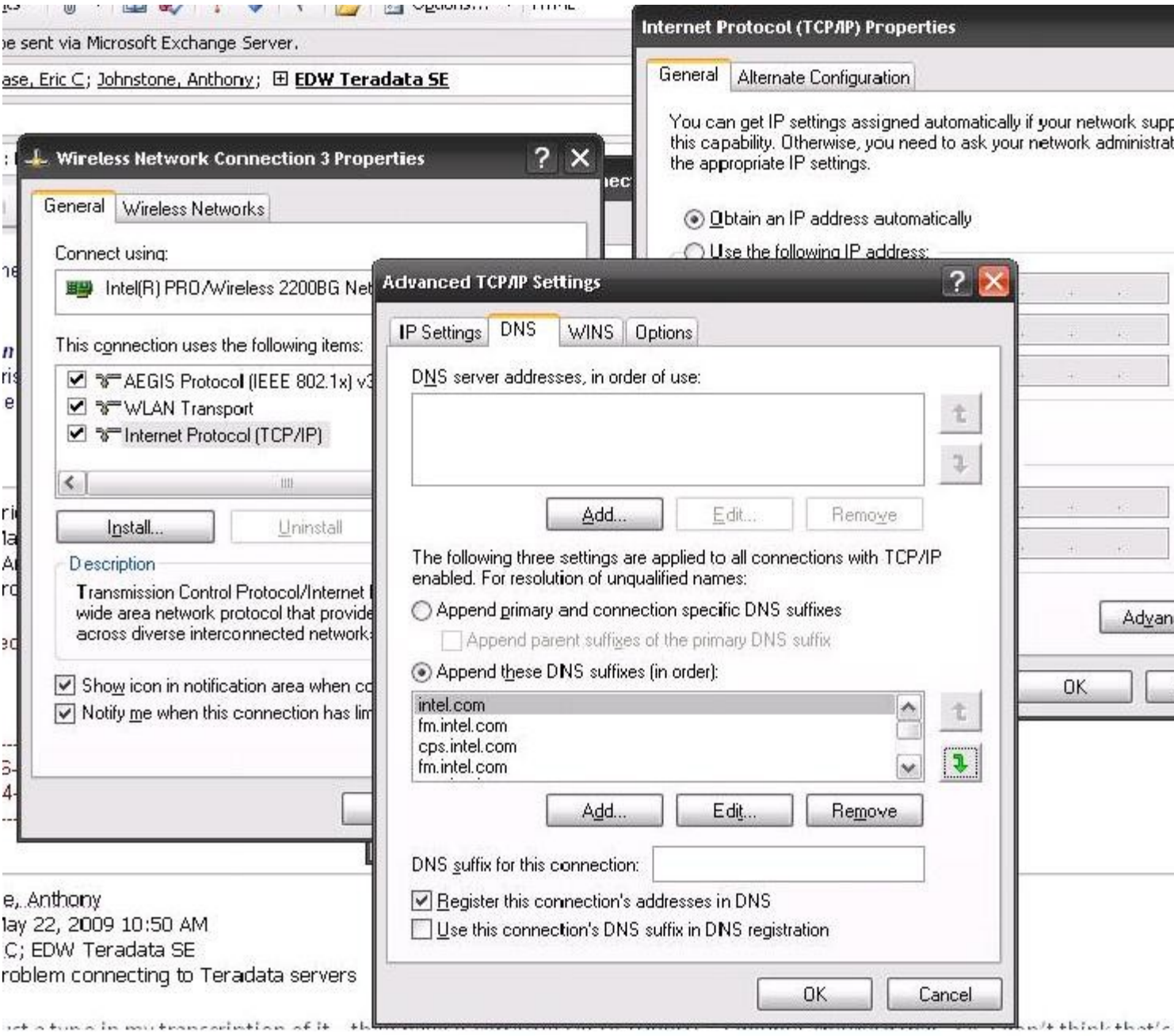
environment. It will depend on the client connection method and OS type (ODBC/Windows, ODBC/LINUX, etc…)

Q4: I do not see any ODBC connection to Teradata under System DSN and USER DSN (step 1), should I make any changes or am I impacted with this?

A4: No, the changes or verification is required only for the systems using any form of connectivity like TTU\ODBC, .NET Data Provider, JDBC, CLI based tools etc... If you don't have an ODBC entry to connect to Teradata under System DSN\User DSN then you don’t have to make any changes. Also, if you are a MicroStrategy Web user you don’t have to make any changes.

Q5: When I try to verify the client connectivity, I get the following error **"Can't find host “TDPRD1”** ?

A5: This issue is due to the DNS suffix search order. Please insure the client has “INTEL.COM” listed in the DNS suffixes search order. They can validate/modify the DNS suffix search order in the TCP/IP client settings. Click on Start->Settings->Network Connections; Select the appropriate active network connector properties then select the Internet protocol (TCP/IP) under "connection uses the following items" section and Click properties. A new window opens for Internet protocol (TCP/IP) properties. Click on "Advanced", then under DNS tab, Enter the "Intel.com" as shown in picture below and then click "OK". Once you ensure “intel.com” is listed then retry connecting again to TDPRD1.



Q6: How to create or modify 32bit ODBC connection on 64bit Windows 7 OS?

A6: To bring up the 32bit ODBC settings page, browse to the following location and create or modify the connections as needed.
C:\Windows\SysWOW64 and open up odbcad32.exe.

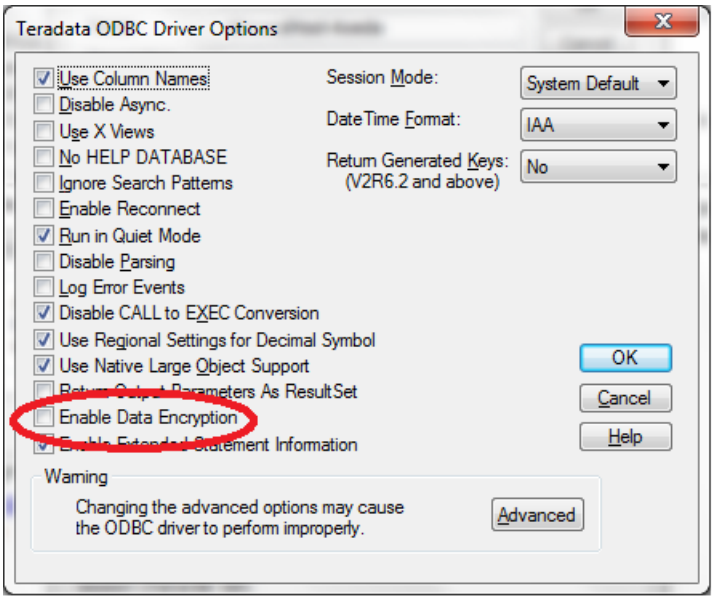
Connections Encryption Settings

For 'In Transit' – if the Gateway Setting is enabled at Teradata Server side, then ALL incoming connections will be forced for encryption.

1 Clients at 16.20 and above will automatically get their connections encrypted.

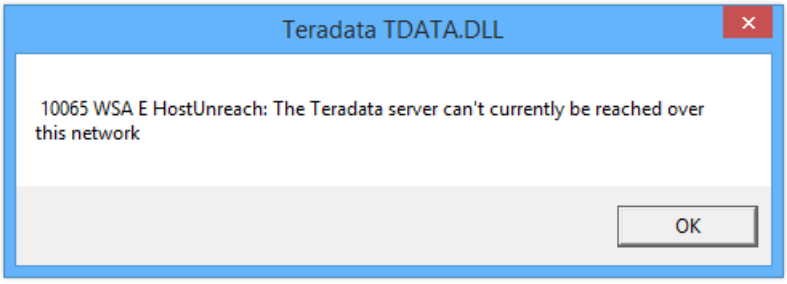
2 Clients below 16.20 will have to make config settings to enable encryption.

Clients below 16.20 are NOT supported by Vendor (Apps will not get any support if you continue to use this version



3 Clients below 16.20 and encryption not enabled, connections to Teradata will be rejected.

Other Common Errors



This can be a Network Problem – or Firewall DSN Issues

One BKM for this is to Remove the Old Connection and Recreate the Connection.

Create the Connection with the FQDN.

Check Firewall for 1025.